



Primary and community care

This update is produced by the West Yorkshire Primary and Community Care Programme. The aim is to support sharing of key messages across the Programme, provide a consolidated place for partners to receive useful information including the sharing of good practice. Content is not exhaustive but focusses on key highlights. Feedback and suggestions are welcome for future content/items for inclusion can be sent to tim.hield@nhs.net.

Please advise if you would rather not receive this update or if any contacts have been missed.

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Primary care and community services programme board met on the 12th April. Carol McKenna was welcomed back as SRO and thanks and appreciation were given to Helen Hirst for supporting the programme over the last few months.

The meeting received updates on community health services. Ashley Moore shared an overview on the emerging discharge plan within the Partnership that is designed to sustain the improvements seen in discharge over the recent winter, and to agree longer term improvements for both on-going timely discharge and to keep people safe and well at home. Engagement events had taken place in March to build the plan and next steps were being discussed within Partnership executive groups.

The Board also received an update on the emerging national framework for anticipatory care, which is a model for proactively supporting individuals with complex needs through integrated working across primary care, community services, social care and the voluntary sector, and based around the principles of personalised care. Anticipatory care will be part of the primary care network national contract from 23/24. There is a national requirement for ICSs to produce a system plan for anticipatory care by December, and there would be further collaborative discussions over the summer to co-design the approach for this across the Partnership.

Ashley also shared the ambition that had been agreed with the Partnership's executive leadership to co-produce a 'statement of intent' for the new Integrated Care Board that describes a future vision for the development of integrated health and care neighbourhoods, and which aims to further advance models of integrated care within local communities. The 'statement of intent' would be co-produced with the five places, and reflect both the existing work happening at place and how this can gain further impetus under the new statutory arrangements from July.

Kathryn Giles updated the Board on the Primary Care Design work, including a proposed Governance model in preparation for the delegation of Primary Medical Care Services to ICBs from the 1st July 2022. Future Design and Transition Group will receive a progress report including next steps on the 20th April. Dr. Steve Ollerton and Kathryn Giles shared conversations taking place at the PCN CD reference group which included, PCN estate planning, Access, Health Inequalities and identification of AF patients. This month, the PCN CD Ref group was joined by Rob Webster who learnt about the progress the group had made on key challenges.

The next meeting is due to take place on 14th June.





Programme updates

GP & GPN Newly-Qualified Funded Fellowships – Info for Practice Managers

The NHS Long Term Plan committed to a programme of Fellowships supporting recruitment and retention in General Practice. In West Yorkshire this has been developed into a rich programme of educational sessions, mentoring, and coaching for new GPs and GPNs. They are ALL eligible and entitled to a place within 12 months of joining general practice, no selection process.

The West Yorkshire Fellowship Offer for practices:

- Two-year rolling programme of support available for all newly qualified GPs and newly qualified Nurses or Nurses new to working in General Practice.
- The programme is open to all GPs that have qualified since August 2021 and are employed by a practice or a PCN in West Yorkshire. (Flexibility with eg maternity, breaks etc too – all cases over 12 months considered.)
- In West Yorkshire the Programme is open to all nurses that are new to primary care, since March 2021, that are employed by a practice or a PCN in West Yorkshire.
- The West Yorkshire Fellowship Offer will include backfill (based on actual salary) to enable you to release them for weekly sessions. This time is spent on Induction to general practice, Mentorship, Peer Support, Coaching and ICS & Place-Based Education Sessions. They can also work across the PCN on eg quality and audit work to help with DES requirements.

The Fellowship scheme is coordinated and led by the West Yorkshire Training Hub. All eligible GPs & GPNs are guaranteed a place from the following month – no long application form.

To register their interest in participating in the Fellowship Offer please ask them to email wy.traininghub@nhs.net

In your email please ask them to include:

- Name
- Contact details – email and telephone contact
- Details of the GP practice where they are employed/will be employed and whether they are employed part time or full time (If part time please include your number of hours/sessions per week)
- Salary (If part time please include your WTE)

GP Community Pharmacist Consultation Service – Support offer

[GP Community Pharmacist Consultation Service](#) is a pathway that enables GP practices to refer patients with a minor illness for a same day consultation with a community pharmacists.

The 2021/2022 PCN Investment and Impact Fund (IIF) provided an incentive for PCNs to develop plans to implement CPCS or increase their current referral rate. In April 2022, a new indicator ([ACC-09](#)) was introduced that recognises PCNs for making an increased number of referrals to CPCS with the 2022/2023 financial year. This has been set at 0.65 CPCS referrals per 1000 registered patients per week within a PCN.

Our West Yorkshire GP CPCS Steering group are working with [Community Pharmacy West Yorkshire](#) (CPWY) and [Primary Care Commissioning CIC](#) (PCC) to offer support to help embed GP CPCS into your practice or PCN over the next few months.

The support includes:

- Introductory webinars
- Virtual training for frontline staff on communication skills such as influencing people, dealing with difficult patients and leading change in your practice, with a focus on CPCS
- Virtual facilitated practice or PCN support sessions to review where you are with CPCS and to develop an action plan designed for your practice(s) to feel more confident about referring patients into the CPCS service





- Tailored action plans for your practice or PCN to work through the sign up process, and look at barriers and solutions to increase referrals
- Face to face support to GP practices and the community
- A CPCS hub and helpdesk to manage queries about the support offered.

Practices and PCNs will be contacted in due course with details about this support. In the meantime, there is a whole series of free webinars to access:

Topic		Dates	Link
CPCS Introduction	An overview of CPCS, share learning from where the service is working well and offer top tips for getting going.	Wednesday 27 April 2022 (12.00-13.00) Tuesday 3 May 2022 (13.00-14.00) Thursday 5 May 2022 (10.00-11.00)	https://www.pccevents.co.uk/cpcsintro
CPCS training for practices - Influencing skills	This influencing skills training session includes top tips to communicate and to achieve better outcomes. Enhance persuasion skills and resilience to have effective conversations and make successful referrals.	Monday 16 May 2022 (12.00-14.00) Monday 23 May 2022 (15.00-17.00) Monday 30 May 2022 (15.00-17.00) Friday 10 June 2022 (15.00-17.00) Wednesday 15 June 2022 (12.00-14.00) Wednesday 22 June 2022 (15.00-17.00) Thursday 30 June 2022 (09.00-11.00)	https://www.pccevents.co.uk/cpcsinfluencing
CPCS training for practices - Managing change	Change can be hard work and tiring. This workshop aims to provide some tools and increased confidence with new ways of working. This session is aimed at any member of practice and PCN teams working on GPCPCS.	Tuesday 17 May 2022 (15.00-17.00) Friday 27 May 2022 (12.00-14.00) Wednesday 1 June 2022 (12.00-14.00) Tuesday 14 June 2022 (15.00-17.00) Tuesday 21 June 2022 (12.00-14.00) Tuesday 28 June 2022 (10.00-12.00)	https://www.pccevents.co.uk/cpcschange

New CPCS local protocol template

There is also a new [CPCS local protocol template](#) available to facilitate initial local conversations between practices and community pharmacies with suggested timeframes and ways to manage referrals.

GP CPCS: from theory to practice

GP partners from Station Road Surgery, Sowerby Bridge learnt about GP CPCS at their local PLT training session. They decided it was something they wanted to sign up to and tasked Elaine Mitchell, Practice Manager with the job. Here are Elaine's reflections:

The referral scheme is really good, especially as we struggle with capacity on a weekly basis. Being able to refer patients to a community pharmacist, really helps us free up valuable appointments for those patients who need urgent on the day care.

The first part of the training was to sign up and get a log in for the staff members on PharmRefer. This was very straightforward. The next part was showing the staff how to sign into the portal that they could use to send the referral to the pharmacists. Again, very straightforward. One thing I would mention here is that the receptionists do need to have a good awareness of Care Navigation / Signposting and they do need to be aware to pick up any red flag symptoms before referring a patient to the pharmacy. Our GP partners are very helpful, and always advise the staff on who they can refer, if they are unsure.

We have found this service to be running smoothly. Both staff and partners have found it to be a very good resource.





Elaine has developed a protocol which everyone follows and is planning to go and speak to other practices and pharmacies within her PCN to try and enhance the service / protocol even further.

News and information

General Practice patient survey

The 2022 GP Patient Survey launched on Monday 10 January, with fieldwork continuing for three months. Last year, more than 850,000 people [gave feedback on around 6,700 GP practices across England](#). The survey is a key source of information about primary care in England. Due to the pandemic, it is more important than ever that we hear about people's experiences of using local GP and health services.

You can help to promote the survey by displaying a [downloadable poster](#) on practice premises or talking about it in social media. For more information or to request promotional resources please contact: england.insight-queries@nhs.net.

Abusive behaviour can leave gaps

During the pandemic, reports of abuse directed at doctors' surgery staff and community pharmacy teams across West Yorkshire have increased.

In response, the West Yorkshire Health and Care Partnership has launched a new insight driven campaign called 'leaving a gap' to make people think about the consequences of abusive behaviour. Co-produced with staff and patients, the campaign recognises that services are extremely busy, and it can be frustrating for people accessing care.

[More info here](#)

Looking after you: confidential coaching and support for the primary care workforce

Primary care teams continue to work tirelessly in their communities to provide high quality care and support for their patients. NHSE&I have commissioned a range of services to support the mental health and wellbeing of NHS People.

Three confidential coaching offers have been designed to be easily accessible and tailored to individual needs. Experienced coaches can help individuals, support team management and reflect on career goals and ambitions.

For more information, visit [NHS England » Looking after you: confidential coaching and support for the primary care workforce](#). The offer is available to everyone working in primary care.

Programme contacts:

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Ashley Moore – Ageing Well Programme Director

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